



safety

mobility

productivity



Improved technology for 9-1-1 will enhance driver safety and mobility by enabling motorists to send quicker, more accurate, and more useful forms of information about incidents to emergency dispatch centers.

For more information about this US DOT initiative:

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Next Generation 9-1-1 Service

A Major ITS Initiative

Enhancing 9-1-1 Wireless

Text, data, images, and video are increasingly common in personal communications and are critical to future transportation safety and mobility advances. However, the 9-1-1 system of the 1970s was created to transmit voice media only and was not designed to handle the challenges of multimedia communication in a wireless, mobile society. The goal of the Next Generation 9-1-1 (NG9-1-1) initiative is to define the Next Generation 9-1-1, to design a system to support it, and to develop a transition plan and framework for implementation.

The NG9-1-1 initiative will leverage the progress from the Secretary of Transportation's Wireless E9-1-1 Initiative, which has enhanced location capability for 9-1-1 calls placed from wireless phones. The Next Generation 9-1-1 initiative will establish the foundation for public emergency services in this wireless environment and enable an enhanced 9-1-1 system compatible with any communications device.

Communicating Effectively with 9-1-1 Centers

The initiative's first phase will determine operational policies and user requirements for an Internet- and multimedia-capable 9-1-1 system. In partnership with the 9-1-1 community and the private sector, this initiative will:

- Establish call center requirements
- Establish operational policies and standards
- Increase public and industry awareness of the implementation issues in 2005

The next generation 9-1-1 system will be defined during the second phase of this initiative. By 2007 the initiative will describe and document the framework to enable common devices (cellular telephones, PDAs, computers, and others) to communicate effectively with 9-1-1 call centers.

